

OBSERVATION REPORT #19 – 2nd Revision

KPMG Consulting observed several instances of orders submitted via EDI that did not flow through in accordance with Verizon documentation.¹

Issue

KPMG Consulting compared the expected flow through level of orders with reports provided by Verizon that show the actual flow through level of those same orders. The following table lists a sample of PONs for orders that KPMG Consulting expected to flow through at level 5 but did not according to Verizon's flow through indicators. Items #10-16 are newly added PON examples of this issue.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
1	017071NN0X000002	AA	09/21/00 11:55	09/21/00 14:41	UNE-P disconnect
2	079011NN0X000005	AA	09/25/00 14:02	09/26/00 11:10	Migrate from Resale to UNE-L without number portability. Submit DL
3	001041NN0X000003	AA	09/25/00 18:59	09/25/00 19:00	Migrate "as is" from Retail to Resale
4	016091NN0X000001	AA	09/18/00 14:36	09/19/00 13:56	UNE-P suspend
5	022011NN0X000006	AA	9/26/00 12:20	09/27 11:57	Migration "as is" from Resale to Platform
6	018021NN0X000004	AA	09/28/00 14:21	09/29/00 9:41	UNE-P Post Migration Disconnect
7	005091NN0X000006	AA	09/25/00 10:00	09/25/00 10:00	UNE-P "As Specified" (Full Migration)
8	017011NN0X000001	AA	09/19/00 13:42	09/19/00 17:39	Resale Post Migration Delete Account
9	070041NN0X000004	AA	09/28/00 9:47	9/28/00 15:14	Migration 11 lines to UNE-Analog loop w/changes to CLEC TN
10	010102NN0X000002	AA	09/25/00 12:22	09/25/00 12:23	Platform Post Migration Change – Level 5 Features
11	020041NN0X000014	AA	10/05/00 05:01 PM	10/06/00 16:52:38	Platform – New Activity,
12	072011NN0X000012	AA	9/27/2000 11:39:46 AM	9/27/2000 2:59:30 PM	New analog loop w/straight line listing
13	077011NN0X000003	AA	9/25/2000 9:04:55 AM	9/26/2000 7:11:24 AM	Post Migration; Loop Partial Disconnect
14	079011NN0X000018	AA	10/5/2000 9:29:13 AM	10/5/2000 4:32:41 PM	CLEC Resale customer migrates to UNE-analog loop w/o number portability
15	072071NN0X000009	AA	9/27/2000 8:52:50 AM	9/27/2000 2:16:05 PM	New UNE-analog loops, 11 analog loops
16	075021NN0X000007	AA	9/27/2000 1:04:47 PM	9/28/2000 12:29:08 PM	Post Migration; UNE-L DL change

¹ Documents include: *Flow Through Ordering Scenarios Documents* (August 17, 2000 & October 3, 2000), *Resale USOC In-Scope Document* (June 17, 2000), and *Platform USOC In-Scope Document* (July 18, 2000)

The following table lists a sample of PONs for orders that KPMG Consulting did not expect to flow through at level 5 but did according to Verizon's flow through indicators. Item #19 is a newly added PON example of this issue.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
17	069021NN0X000006	AA	9/29/00 10:50	9/29/00 10:51	Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL
18	069021NN0X000007	AA	9/29/00 10:51	9/29/00 10:52	Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL
19	019031NN0X000002	AA	9/25/00 17:04	9/25/00 17:11	Migrate As-Is of a CLEC resale 1 line business customer to another CLEC UNE-P

Assessment

Inaccurate or incomplete flow through processing or flow through documentation may impede a CLEC's ability to anticipate the confirmation of service orders.